

The Bureau of Customs and Border Protection (CBP), part of the Department of Homeland Security, employs border inspectors who previously worked for the Immigration and Naturalization Service (INS) and Customs.

As with all U.S. Government agencies providing service to the public, the CBP places great emphasis on courteous service and treating all applicants for admission to the U.S with dignity. The Commissioner for CBP has written, "CBP officers bear a tremendous responsibility, and I expect these frontline officers to carry out their duties with the utmost professionalism and to treat each person they encounter with courtesy, dignity and respect." If there are incidents of mistreatment of applicants for admission to the U.S., the staff of the CBP are eager to hear about them.

If you believe border inspectors have mistreated you, please send your written complaint to the CBP by mail, fax or email. Provide all the details of your experience, include the location, the date and time of the incident, a description of the officer, and any other details you wish to provide. Label the report "Border Complaint" and mail it to:

Assistant Commissioner, Office of Field Operations,  
Customs and Border Protection Headquarters  
1300 Pennsylvania Avenue, NW  
Washington, D.C. 20229

You may also send a fax to (202) 344-2791 or send the complaint by completing an [online form at the CBP web site](#). All reports will receive a response.